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1. (amended) For use in connection with a network capable of providing communications  
2 between a plurality of customers generating service requests and a plurality of vendors capable of  
3 fulfilling said service requests, a system for monitoring and controlling work flows associated with  
4 said service requests between said plurality of customers and said plurality of vendors comprising:  
5 a main controller capable of creating a first work flow record used to control a first  
6 work flow associated with a first service request and storing said first work flow record in a storage  
7 device associated with said main controller, wherein said main controller is further capable of  
8 receiving from a first customer within said plurality of customers and a first vendor within said  
9 plurality of vendors, said first customer and said first vendor associated with said first work flow,  
10 at least one of messages, data files, software applications, and documents, storing said at least one  
11 of messages, data files, software applications, and documents in said storage device in association  
12 with said work record, and transferring at least one of said at least one of messages, data files,  
13 software applications, and documents to at least one of said first customer and said first vendor,  
14 wherein said first work flow is at least partially developed or executed by said receiving, storing and  
15 transferring said at least one of messages, data files, software and documents; and  
16 an accounting controller associated with said main controller capable of identifying  
17 at least one fee associated with said first work flow and storing fee data associated with said at least  
18 one fee in said first work flow record.

1           2. (unchanged) The system as set forth in Claim 1 wherein said first work flow record  
2 comprises a plurality of work flow definitions defining at least one process step to be performed by  
3 at least one of said main controller, said accounting controller, a first customer processing device  
4 associated with said first customer, and a first vendor processing device associated with said first  
5 vendor.

1           3. (unchanged) The system as set forth in Claim 2 wherein at least one of said plurality of  
2 work flow definitions is modifiable by said first customer.

1           4. (unchanged) The system as set forth in Claim 2 wherein at least one of said plurality of  
2 work flow definitions is modifiable by said first vendor.

1           5. (amended) The system as set forth in Claim 1 wherein said first work flow record  
2 comprises a primary work flow record associated with said first service request and a secondary  
3 work flow record associated with a second service request associated with said first work flow.

1           6. (unchanged) The system as set forth in Claim 5 wherein said second work flow is  
2 associated with a second service request generated by said first vendor in response to said first  
3 service request generated by said first customer.

1           7. (unchanged) The system as set forth in Claim 5 wherein said accounting controller is  
2 further capable of identifying at least one additional fee associated with said second work flow and  
3 storing second fee data associated with said at least one additional fee in said first work flow record.

1           8. (unchanged) The system as set forth in Claim 7 wherein said accounting controller stores  
2 fee data associated with said first work flow in said primary work flow record and stores fee data  
3 associated with said second work flow in said secondary work flow record.

1           9. (unchanged) The system as set forth in Claim 1 wherein a first service associated with said  
2 first service request is performed by a customized computer-executable application generated by said  
3 first vendor, wherein said customized computer-executable application performs specific operations  
4 designed by said first vendor to meet unique requirements of said first customer.

1           10. For use in connection with a network capable of providing communications between  
2 a plurality of customers generating service requests and a plurality of vendors capable of fulfilling  
3 said service requests, a system for monitoring and controlling work flows associated with said  
4 service requests between said plurality of customers and said plurality of vendors comprising:

5               a main controller capable of creating a first work flow record used to control a first  
6 work flow associated with a first service request and storing said first work flow record in a storage  
7 device associated with said main controller, wherein said main controller is further capable of

8 receiving from a first customer and a first vendor associated with said first work flow, at least one  
9 of messages, data files, software applications, and documents, storing said at least one of messages,  
10 data files, software applications, and documents in said storage device, and transferring at least one  
11 of said at least one of messages, data files, software applications, and documents to at least one of  
12 said first customer and said first vendor; and

13 an accounting controller associated with said main controller capable of identifying  
14 at least one fee associated with said first work flow and storing fee data associated with said at least  
15 one fee in said first work flow record,

16 wherein a first service associated with said first service request is performed by a customized  
17 computer-executable application generated by said first vendor, wherein said customized computer-  
18 executable application performs specific operations designed by said first vendor to meet unique  
19 requirements of said first customer; and

20 wherein said main controller is capable of transferring said customized computer-executable  
21 application from a first data processing device associated with said first vendor to at least one of a  
22 second data processing device associated with said main controller and a third data processing device  
23 associated with said customer, wherein said main controller transfers said customized computer-  
24 executable application to said at least one of said second data processing device and said third data  
25 processing device to cause said customized computer-executable application to execute more  
26 efficiently.

1 11. (amended) A network comprising;

2 a plurality of customer data processing devices capable of generating service requests  
3 created by a plurality of customers;

4 a plurality of vendor data processing devices associated with a plurality of vendors  
5 capable of fulfilling said service requests; and

6 a system for monitoring and controlling work flows associated with said service  
7 requests between said plurality of customers and said plurality of vendors comprising:

8 a main controller capable of creating a first work flow record used to control  
9 a first work flow associated with a first service request and storing said first work flow  
10 record in a storage device associated with said main controller, wherein said main controller  
11 is further capable of receiving from a first customer within said plurality of customers and  
12 a first vendor within said plurality of vendors, said first customer and said first vendor  
13 associated with said first work flow, at least one of messages, data files, software  
14 applications, and documents, storing said at least one of messages, data files, software  
15 applications, and documents in said storage device in association with said work record, and  
16 transferring at least one of said at least one of messages, data files, software applications, and  
17 documents to at least one of said first customer and said first vendor, wherein said first work  
18 flow is at least partially developed or executed by said receiving, storing and transferring said  
19 at least one of messages, data files, software and documents; and

20 an accounting controller associated with said main controller capable of

21 identifying at least one fee associated with said first work flow and storing fee data  
22 associated with said at least one fee in said first work flow record.

1 12. (unchanged) The network as set forth in Claim 11 wherein said first work flow record  
2 comprises a plurality of work flow definitions defining at least one process step to be performed by  
3 at least one of said main controller, said accounting controller, a first customer processing device  
4 associated with said first customer, and a first vendor processing device associated with said first  
5 vendor.

1 13. (unchanged) The network as set forth in Claim 12 wherein at least one of said plurality  
2 of work flow definitions is modifiable by said first customer.

1 14. (unchanged) The network as set forth in Claim 12 wherein at least one of said plurality  
2 of work flow definitions is modifiable by said first vendor.

1 15. (amended) The network as set forth in Claim 11 wherein said first work flow record  
2 comprises a primary work flow record associated with said first service request and a secondary  
3 work flow record associated with a second service request associated with said first work flow.

1 16. (unchanged) The network as set forth in Claim 15 wherein said second work flow is  
2 associated with a second service request generated by said first vendor in response to said first  
3 service request generated by said first customer.

1 17. (unchanged) The network as set forth in Claim 15 wherein said accounting controller is  
2 further capable of identifying at least one additional fee associated with said second work flow and  
3 storing second fee data associated with said at least one additional fee in said first work flow record.

2 18. (unchanged) The network as set forth in Claim 17 wherein said accounting controller  
3 stores fee data associated with said first work flow in said primary work flow record and stores fee  
data associated with said second work flow in said secondary work flow record.

1 19. (unchanged) The network as set forth in Claim 11 wherein a first service associated with  
2 said first service request is performed by a customized computer-executable application generated  
3 by said first vendor, wherein said customized computer-executable application performs specific  
4 operations designed by said first vendor to meet unique requirements of said first customer.

1 20. (amended) A network comprising;  
2 a plurality of customer data processing devices capable generating service requests  
3 created by a plurality of customers;

4 a plurality of vendor data processing devices associated with a plurality of vendors  
5 capable of fulfilling said service requests; and

6 a system for monitoring and controlling work flows associated with said service  
7 requests between said plurality of customers and said plurality of vendors comprising:

8 a main controller capable of creating a first work flow record used to control  
9 a first work flow associated with a first service request and storing said first work flow  
10 record in a storage device associated with said main controller, wherein said main controller  
11 is further capable of receiving from a first customer and a first vendor associated with said  
12 first work flow, at least one of messages, data files, software applications, and documents,  
13 storing said at least one of messages, data files, software applications, and documents in said  
14 storage device, and transferring at least one of said at least one of messages, data files,  
15 software applications, and documents to at least one of said first customer and said first  
16 vendor; and

17 an accounting controller associated with said main controller capable of  
18 identifying at least one fee associated with said first work flow and storing fee data  
19 associated with said at least one fee in said first work flow record,

20 wherein a first service associated with said first service request is performed by a customized  
21 computer-executable application generated by said first vendor, wherein said customized computer-  
22 executable application performs specific operations designed by said first vendor to meet unique  
23 requirements of said first customer, and



24 wherein said main controller is capable of transferring said customized computer-executable  
25 application from a first data processing device associated with said first vendor to at least one of a  
26 second data processing device associated with said main controller and a third data processing device  
27 associated with said customer, wherein said main controller transfers said customized computer-  
28 executable application to said at least one of said second data processing device and said third data  
29 processing device to cause said customized computer-executable application to execute more  
30 efficiently.

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21. (amended) For use in a network capable of providing communications between a  
2 plurality of customers generating service requests and a plurality of vendors capable of fulfilling the  
3 service requests, a method of monitoring and controlling work flows associated with the service  
4 requests between the plurality of customers and the plurality of vendors comprising the steps of:  
5 creating a first work flow record used to control a first work flow associated with a  
6 first service request;  
7 storing the first work flow record in a storage device;  
8 receiving from a first customer within said plurality of customers and a first vendor  
9 within said plurality of vendors, said first customer and said first vendor associated with said first  
10 work flow, at least one of messages, data files, software applications, and documents;  
11 storing the at least one of messages, data files, software applications, and documents  
12 in the storage device in association with said work record, and transferring at least one of the at least

13 one of messages, data files, software applications, and documents to at least one of the first customer  
14 and the first vendor, wherein said first work flow is at least partially developed or executed by said  
15 receiving, storing and transferring said at least one of messages, data files, software and documents;  
16 and  
17 identifying at least one fee associated with the first work flow and storing fee data  
18 associated with the at least one fee in the first work flow record.

1 22. (unchanged) The method as set forth in Claim 21 wherein the first work flow record  
comprises a plurality of work flow definitions defining at least one process step to be performed by  
3 at least one of a first network processing device associated with the network, a first customer  
4 processing device associated with the first customer, and a first vendor processing device associated  
5 with the first vendor.

1 23. (unchanged) The method as set forth in Claim 22 wherein at least one of the plurality of  
2 work flow definitions is modifiable by the first customer.

1 24. (unchanged) The method as set forth in Claim 22 wherein at least one of the plurality of  
2 work flow definitions is modifiable by the first vendor.

1           25. (amended) The method as set forth in Claim 21 wherein the first work flow record  
2           comprises a primary work flow record associated with the first service request and a secondary work  
3           flow record associated with a second service request associated with the first work flow.

1           26. (unchanged) The method as set forth in Claim 25 wherein the second work flow is  
2           associated with a second service request generated by the first vendor in response to the first service  
3           request generated by the first customer.

1           27. (unchanged) The method as set forth in Claim 25 including the further steps of:  
2                           identifying at least one additional fee associated with the second work flow; and  
3                           storing second fee data associated with the at least one additional fee in the first work  
4           flow record.

1           28. (unchanged) The method as set forth in Claim 27 wherein fee data associated with the  
2           first work flow is stored in the primary work flow record and fee data associated with the second  
3           work flow is stored in the secondary work flow record.

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29. (unchanged) The method as set forth in Claim 21 wherein a first service associated with  
the first service request is performed by a customized computer-executable application generated by  
the first vendor, wherein the customized computer-executable application performs specific  
operations designed by the first vendor to meet unique requirements of the first customer.

1           30. For use in a network capable of providing communications between a plurality of  
2 customers generating service requests and a plurality of vendors capable of fulfilling the service  
3 requests, a method of monitoring and controlling work flows associated with the service requests  
4 between the plurality of customers and the plurality of vendors comprising the steps of:

5           creating a first work flow record used to control a first work flow associated with a  
6 first service request;

7           storing the first work flow record in a storage device;

8           receiving from a first customer and a first vendor associated with the first work flow  
9 at least one of messages, data files, software applications, and documents;

10           storing the at least one of messages, data files, software applications, and documents  
11 in the storage device, and transferring at least one of the at least one of messages, data files, software  
12 applications, and documents to at least one of the first customer and the first vendor;

13           identifying at least one fee associated with the first work flow and storing fee data  
14 associated with the at least one fee in the first work flow record;

15           performing a first service associated with the first service request by a customized  
16 computer-executable application generated by the first vendor, wherein the customized computer-  
17 executable application performs specific operations designed by the first vendor to meet unique  
18 requirements of the first customer; and

19           transferring the customized computer-executable application from a first data  
20 processing device associated with the first vendor to at least one of a second data processing device